

IN THE CLAIMS

Cancel claim 10 without prejudice.

Amend the claims as indicated below by the markings:

Claims 1 – 8 (Cancelled)

9. (Previously Presented) A method as claimed in claim 36; wherein said key performance indicators are used to determine consideration of an outsourced services agreement between a provider and a customer.

Claim 10 (Cancelled)

Claims 11 - 22 (Cancelled)

23. (Previously Presented) A method as claimed in claim 39, further comprising the steps of:
providing a single headquarters location; and
providing Internet connections between said single headquarters location and said regional maintenance services supervisory locations.

24. (Previously Presented) A method as claimed in claim 39, wherein said regional maintenance services supervisory locations are provided for at least three regions, said three regions being: the Far East and the European Union and a NAFTA country.

25. (Previously Presented) A method as claimed in claim 39, wherein said regional maintenance services supervisory locations supervise manpower requirements for said local maintenance service locations.

26. (Previously Presented) A method as claimed in claim 39, further comprising the step of:

transferring program modules from said maintenance services supervisory locations to said local maintenance service locations through said Internet connections.

27. (Previously Presented) A method as claimed in claim 39, further comprising the step of:

providing control of maintenance services at said local maintenance service locations from said maintenance services supervisory locations through said Internet connections.

28. (Previously Presented) A method as claimed in claim 39, wherein said regional maintenance services supervisory locations are provided at locations around the globe so as to provide 24 hour support to said local maintenance service locations, said regional maintenance services supervisory locations each providing support during business hours for a respective location of each of said regional maintenance services supervisory locations.

29. (Cancelled)

30. (Previously Presented) A method as claimed in claim 38, wherein said industry is the airport industry.

31. (Previously Presented) A method as claimed in claim 38, wherein said industry is the power plant industry.

32. (Original) A method as claimed in claim 31, wherein said power plant industry is one of: fossil fuel power plants, atomic energy power plants, and hydroelectric power plants.

Claims 33 and 34 (Cancelled)

35.(Currently Amended) A method for providing maintenance services, comprising the steps of:

aligning maintenance policies to business objectives of a company to develop a business plan relating at least to maintenance for the company, said business plan including a vision statement, a mission statement, values, objectives and key performance indicators;

establishing rules for carrying out the maintenance policies, said rules being jointly developed by production and engineering and maintenance personnel and agreed by executives of the company;

jointly determining strategies of a maintenance provider and the company to improve performance and reduce costs of the company, said jointly developed strategies being detailed with defined actions assigned to individuals;

establishing a team-based [[an]] organizational structure of the maintenance provider to meet said business plan;

measuring key performance indicators; and

benchmarking performance of the company against competitors of the company to measure the performance of the maintenance provider against others and against themselves and to improve against the benchmark.

36.(Currently Amended) A method for providing maintenance services, comprising the steps of:

aligning maintenance policies to business objectives of a company to develop a business plan relating at least to maintenance for the company, said business plan including a vision statement, a mission statement, values, objectives and key performance indicators;

establishing rules for carrying out the maintenance policies, said rules being jointly developed by production and engineering and maintenance personnel and agreed by executives of the company;

jointly determining strategies of a maintenance provider and the company to improve performance and reduce costs of the company, said jointly developed strategies being detailed with defined actions assigned to individuals;

establishing a team-based [[an]] organizational structure of the maintenance provider to meet said business plan;

measuring key performance indicators; and

benchmarking performance of the company against competitors of the company to measure the performance of the maintenance provider against others and against themselves and to improve against the benchmark;

wherein said key performance indicators are utilized as an indicator of success of the maintenance services.

37. (Previously Presented) A method as claimed in claim 35, wherein said step of establishing the rules for carrying out the maintenance policies includes generating a maintenance plan by considering in combination: a business plan, an operational analysis, a criticality analysis, a component identification, and a failure analysis.

38. (Previously Presented) A method as claimed in claim 35, further comprising the steps of:

providing maintenance services tailored to an industry; and
offering service modules to customers in said industry for outsourced maintenance.

39. (Previously Presented) A method as claimed in claim 35, further comprising the steps of:

providing maintenance services at a plurality of local maintenance service locations;
providing regional maintenance services supervisory locations; and
providing Internet connections between said local maintenance service locations and said regional maintenance services supervisory locations.

40. (Previously Presented) A method as claimed in claim 35, wherein said organizational structure includes organization of workforce personnel.